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Pacing Guide – Fleet PCMS Training

The table below contains a Pacing Guide for delivery of the PCMS APC\LAPC Course using the materials provided. This Guide is intended to serve as a planning tool for instructors, and is not proscriptive in nature. It is constructed around an 8-hour training day, including breaks and a meal hour. Instructors should alter time intervals to accommodate students, facility limitations or any other relevant factors.

Day 1

Topic / Event	Duration	Begin	End
Course Introduction & Orientation	:10	9:00	9:10
Ice Breaker	:20	9:10	9:30
Lesson 1	:60	9:30	10:30
Break	:10	10:30	10:40
Lesson 2	:50	10:40	11:30
Lesson 3	:50	11:30	12:20
Lunch	:60	12:20	1:20
Lesson 4	:50	1:20	2:10
Break	:10	2:10	2:20
Lesson 5	:60	2:20	3:20
Break	:10	3:20	3:30
Lesson 6	:90	3:30	5:00



Day 2

Topic / Event	Duration	Begin	End
Course Introduction & Orientation	:10	9:00	9:10
Ice Breaker	:20	9:10	9:30
Lesson 7	:90	9:30	11:00
Break	:10	11:00	11:10
Lesson - SAMS *	:90	11:10	12:40
Lunch	:60	12:40	1:40
Lesson - SAMS *	:90	1:40	3:10
Break	:10	3:10	3:20
Final Assessment	:40	3:20	4:00

* SAMS Training is to be attended by AFHC's only.



Lesson 1: *PCMS Introduction*

Lesson Description

The Introductory lesson is intended to provide PCMS LFPC's and AFHC's with background information regarding PCMS processes. This information will help the trainees to understand how different roles contribute in the procurement workflow, as well knowing what expectations are of their own roles, and how to identify sources of help if necessary. This lesson will establish the basis of knowledge on which to build in subsequent lessons.

Training Objectives

At the conclusion of this lesson, PCMS LFPC's and AFHC's will be able to:

1. Describe how LFPC and AFHC responsibilities contribute to the Purchase Card Management workflow.
2. State the consequences of misuse of the card.
3. Discuss in broad terms the functions an LFPC and AFHC performs.
4. Identify where self-help information is located.

Methodology

This lesson will be delivered using a combination of lecture and presentation, and discussion. Group discussion and trainee interaction will be used to stimulate recall of policy information and establish a knowledge base on which to build in subsequent lessons.

References

- (A) Departmental Regulation 5400-6, USDA, February 2002

Enclosures

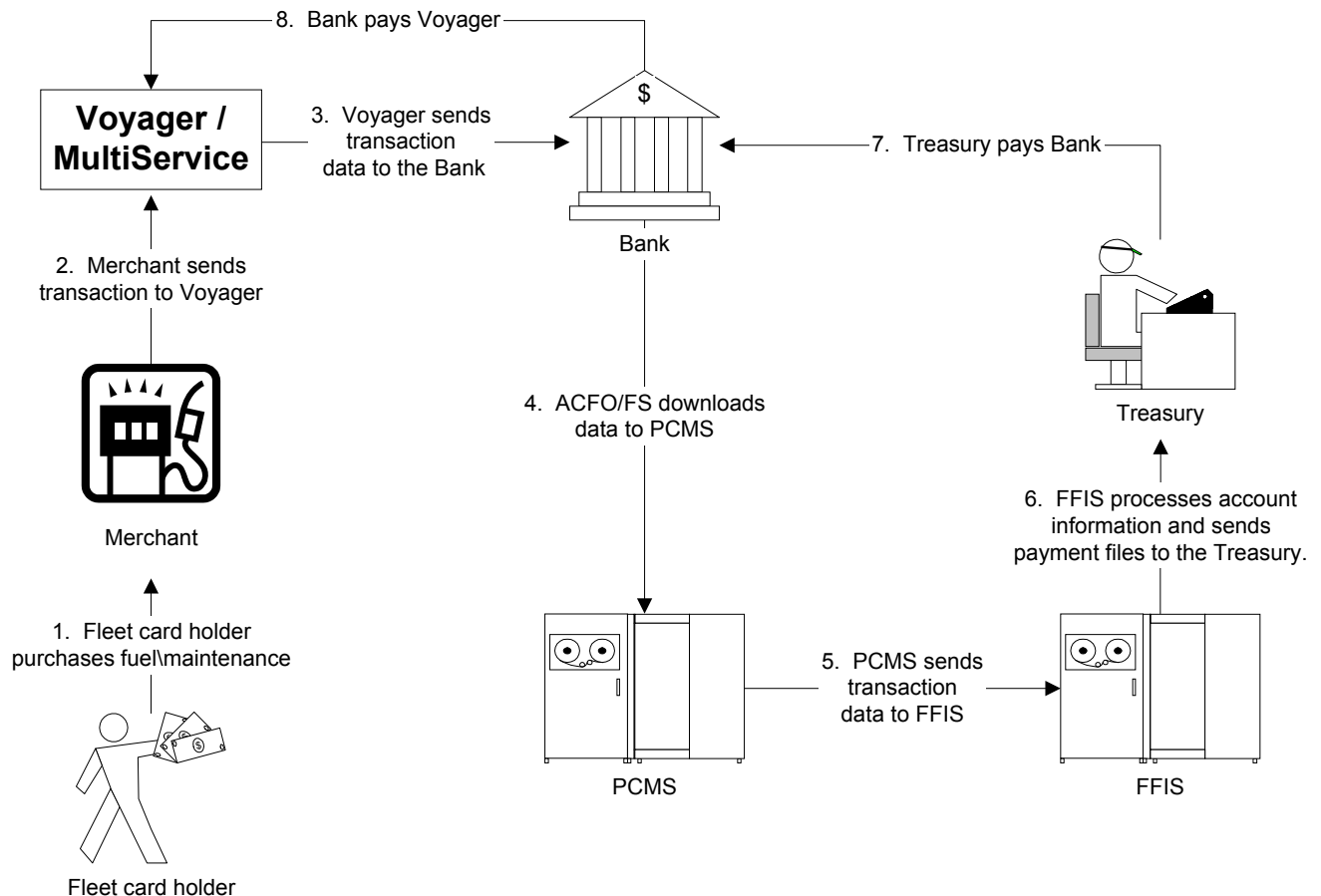
- (1) Fleet PCMS User's Guide, USDA\PM, September 2000;
- (2) Fleet PCMS Quickguide, USDA\PM, October 2000;

I. Overview of PCMS

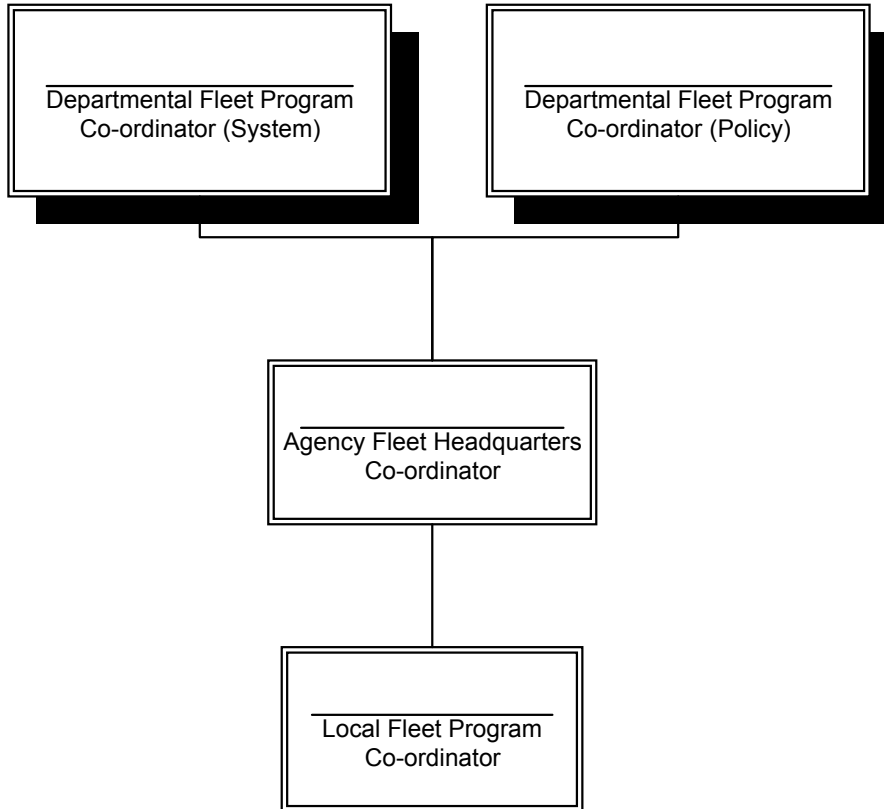
a. What is PCMS

The Purchase Card Management System (PCMS) is the application through which the Bank of America and the USDA communicate to manage and pay procurement transactions. The Bank of America is authorized by GSA to issue fleet cards to designated USDA vehicles and equipment, to make purchasing a more streamlined process.

Daily, ACFO\FS downloads purchase card transaction data from the bank. Automated transaction transfers are made to the Federal Foundation Information System (FFIS), where the payment process commences by processing account information. Payment files are then sent from FFIS to the Treasury, from which payments are made to the Bank for purchases billed.



b. Fleet Card Program Hierarchal Structure



DFPC (System) – Manages the USDA Fleet Credit Card program system. Establishes AFHC's. Provides training and guidance to AFHC's.

DFPC (Policy) – Issues Fleet PCMS policy.

AFHC – Oversees the Fleet management program. Establishes LFPC's, and provides training as need. Liaison with the DFPC.

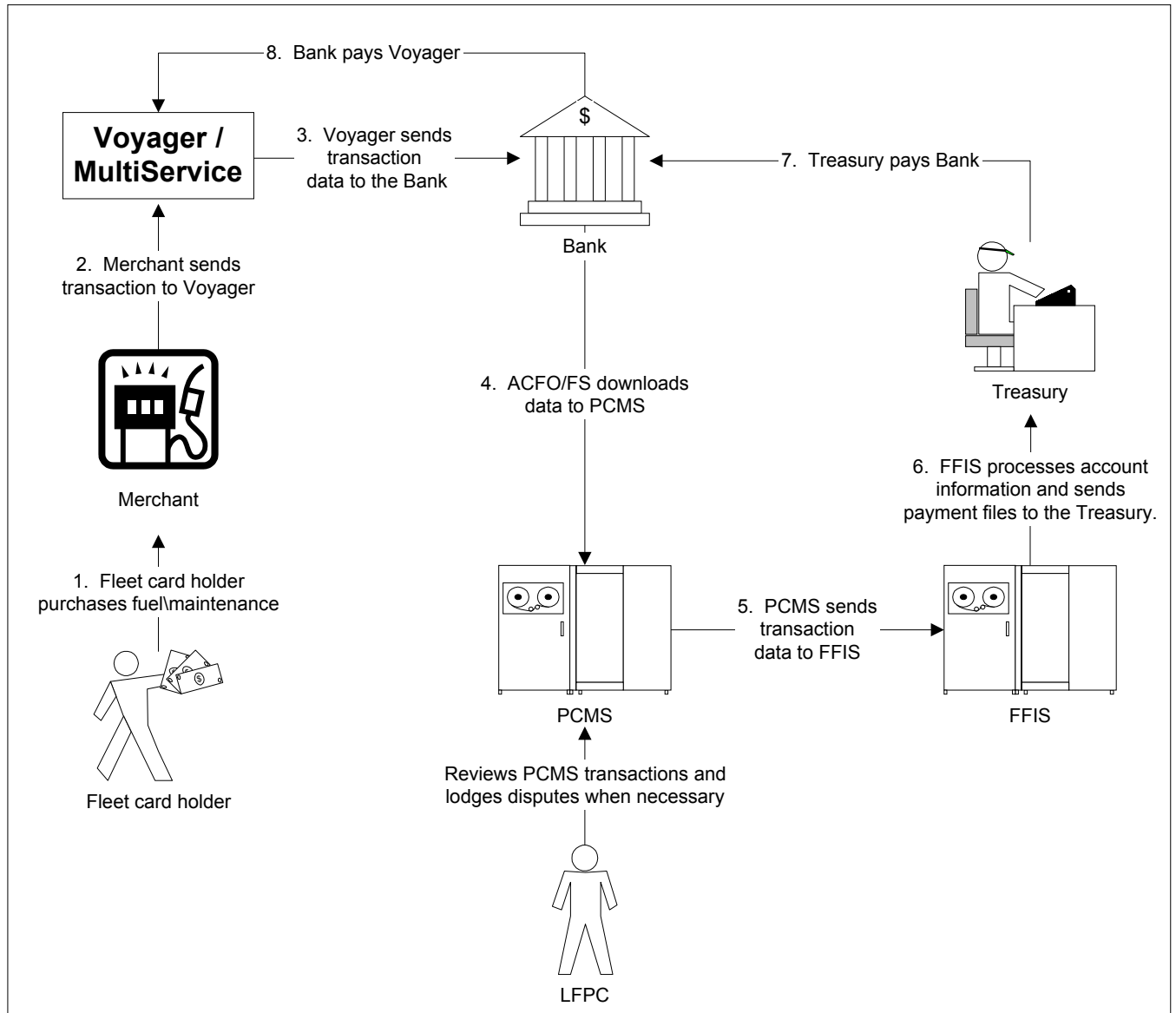
LFPC - Maintains Fleet Card program daily operations at each agency site. Establishes and updates Fleet credit cards in PCMS. Provides oversight of fleet management.

Notes:

II. LFPC Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the LFPC.



b. LFPC Role and responsibilities

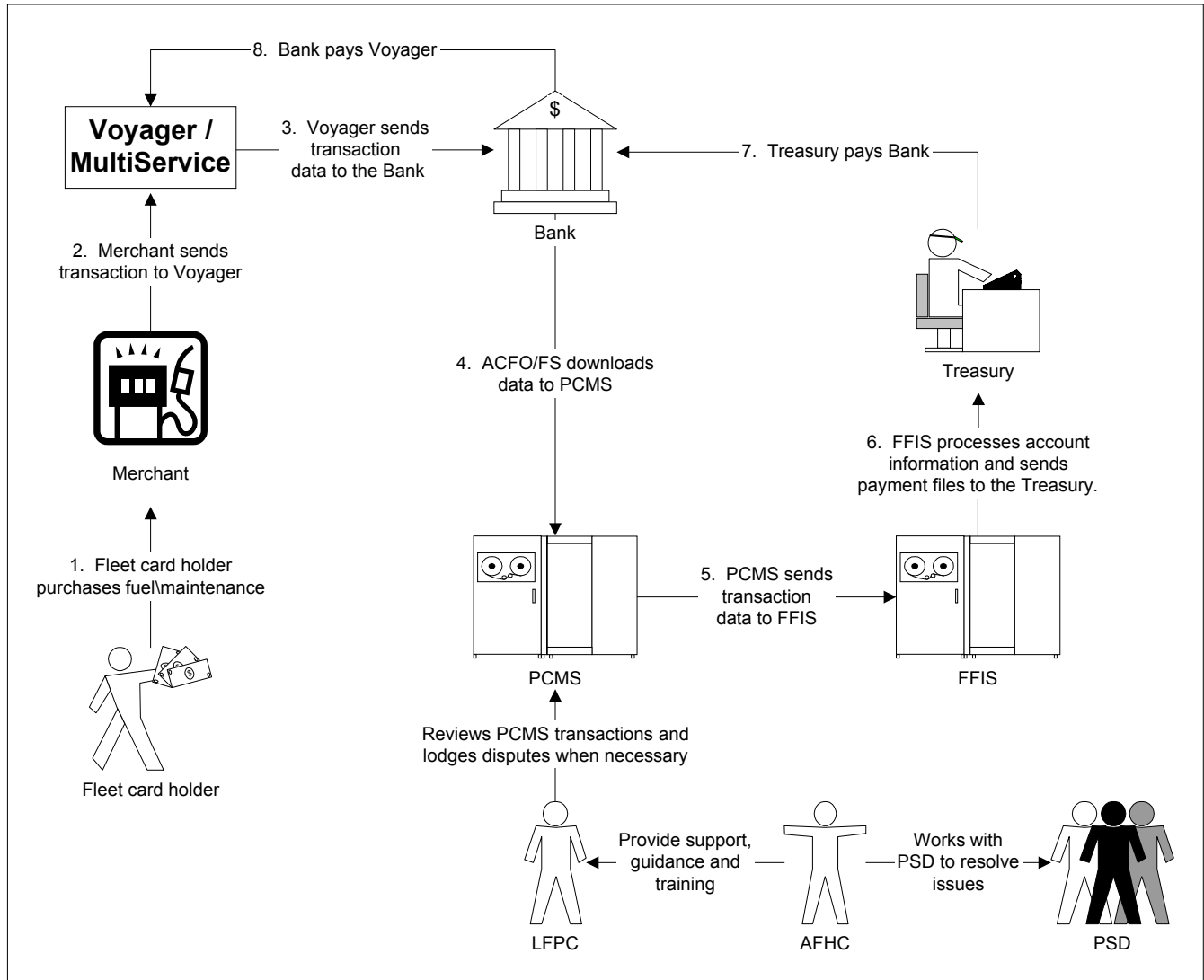
- Establish and update Fleet credit cards in PCMS;
- Monitor day to day operations of the Fleet Credit Card Program at each agency site;
- The LFPC will work with the Fleet credit card users and the AFHC to resolve transaction issues;
- Notify the Bank of any billing discrepancies, by lodging a dispute against the transaction;
- The LFPC will perform audits on transactions if they receive notification of possible incorrect or inappropriate use of a fleet card;
- Change Fleet cards limits if necessary;
- Report fraud, waste and abuse in accordance with agency procedures;
- Notify Voyager regarding any lost, stolen, or damaged Fleet credit cards;

Notes:

III. AFHC Role and Responsibilities

a. Workflow

Below is a depiction of the procurement workflow as it involves the AFHC.



b. AFHC Role

What can the LFPC expect from their AFHC?

- Training, guidance and support;
- Reset PCMS passwords;
- The AFHC will work with the LFPC, and PSD to resolve transaction issues;
- In the absence of an LFPC the AFHC will lodge disputes;
- The AFHC will notify the LFPC of program non-compliance issues and will assist the LFPC in enforcing non-compliance measures;

c. Other Responsibilities

- Responsible for managing and overseeing the Fleet credit card program in their designated agency within the USDA;
- Establish and maintain agency-wide communications;
- Establish agency-unique fleet policies and procedures when necessary;
- Conduct agency-wide oversight of the fleet program;
- Establish LFPC's;
- Provide training and guidance to LFPC's;
- Reset LFPC passwords in SAMS;
- Serve as primary contact for LFPC's and as the liaison with the DFPC;
- Develop program literature and materials, and distribute to LFPC's;
- May identify Fleet PCMS application problems or possible enhancements, and submits Change Requests (CR) to PSD for consideration and implementation;
- Drive future programs applications and enhancements;

Notes:

IV. DFPC Role

a. **DFPC System Role**

What can the AFHC expect from their DFPC?

- Training, guidance and support;

b. **Other Responsibilities**

- Manages the PCMS system that supports the USDA Fleet Credit Card Program;
- Establishes AFHC's;
- Resets passwords for AFHC's;
- Provide training and guidance to AFHC's;
- Issues Bulletin Board messages;
- Assist in defining priorities and oversee PCMS fleet configuration management;
- Develop and recommend USDA policy and procedures for the department-wide Fleet Credit Card program;
- Develops fleet card program literature and materials for department-wide use;
- Drive future programs applications and enhancements;

Notes:

V. Information Sources

a. **User manuals**

The Fleet PCMS User Manual is available for download on the USDA website at:
<http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

b. **Quick guides**

Quick guide to assist AFHC's and LFPC's with specific Fleet PCMS issues are available for download on the USDA website at:
<http://www.usda.gov/procurement/card/guide.html> under the 'Guides' section.

c. **DR 5400-6**

The Departmental Regulation regarding Fleet Credit Card policy is available for download at:
<http://www.usda.gov/procurement/card/guide.html> under the 'Departmental Regulations' section.

d. **FAQ's**

Fleet card frequently asked questions and answers can be found on the USDA website at:
<http://www.usda.gov/procurement/card/faq.html>

e. **AFHC**

Your AFHC should always be the LFPC's first point of contact. They will escalate an issue if necessary, and contact the helpdesk, or DFPC if required.

Your area AFHC is:

Contact details:

VI. Summary and Review.



Please turn off your monitor and give your attention to the instructor.



Lesson 2: Accessing and Navigating PCMS

Lesson Description

Lesson 2 will equip AFHC's and LFPC's with knowledge and information necessary to successfully access PCMS, navigate the menus and screens. Becoming familiar with the PCMS screens and layout will provide the AFHC\LFPC with a foundation on which to build specific knowledge in subsequent lessons.

Training Objectives

At the conclusion of this lesson, PCMS LFPC's and AFHC's will be able to:

1. Demonstrate accessing PCMS and maintaining passwords.
2. Navigate PCMS using menus and tools.

Methodology

This lesson will be delivered using a combination of lecture, demonstration and Instructor-led exercises. Practical exercises and testing will be utilized to measure the level of individual and group achievement of the Training Objectives outlined above, and the overall effectiveness of this training program.

References

None.

Enclosures

- (1) Fleet PCMS User's Guide, USDA\PMT, September 2000;
- (2) Fleet PCMS Quickguide, USDA\PMT, October 2000;

I. Logging On\Off PCMS



Please turn off your monitor and give your attention to the instructor.

a. **Opening the PCMS Application**

The PCMS application resides on your computer's hard drive. To open it go to "Start\Programs\Purchase Card Management System v4.0\PCMSv4 Training" OR double click on the PCMSv4 ICON located on your desktop. When the warning popup message appears click on OK and the Logon screen will appear.



In production you will use the PCMSv4 Prod database. In training you will use the PCMSv4 Training Database.

You must be logged onto the network to access the transaction data on the server.

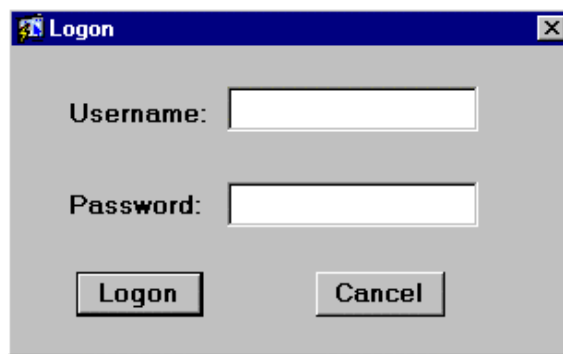
If the application cannot be opened:

- The LFPC will inform their AFHC;
- The AFHC should contact IT support directly;
- If IT support determines the issues lies with the PCMS software they will contact ACFO\FS;

b. **Logging ON**

A PCMS UserID and Password will be provided to the LFPC by their AFHC, and to the AFHC by the DFPC system coordinator, at the completion of Fleet PCMS training to enable access to the Production Database. For training purposes please use the training ID and password provided by your instructor to log on to the training database.

Enter your user name and password in the Logon Window, then click the "Logon" button.





If you experience problems logging on to PCMS:

- Check your UserID and Password are correct;
- The LFPC should contact their AFHC;
- The AFHC should contact the ACFO\FS helpdesk;

c. Logging OFF

To exit PCMS, press **[Exit PCMS]** from the Main Menu.

OR

Hit the 'X' in the top right hand corner of the screen. NOTE: On the main window the hitting the 'X' will close the application. On other screens within PCMS hitting the 'X' will take you back to the main screen.

Notes:

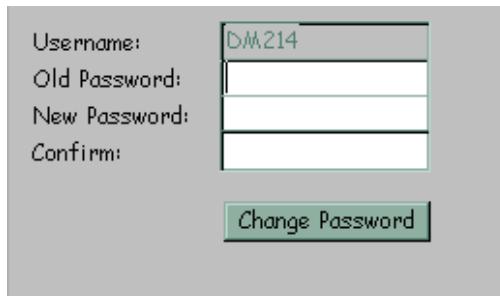
II. Passwords



Please turn off your monitor and give your attention to the instructor.

a. **How to change a system password.**

From the PCMS Main Menu, select **Change Password** from the menu bar at the top of the screen. The following popup widow appears:



Your assigned username is displayed. Type your old password and then your new one. Type the new password once again to confirm you've entered it correctly. Note that the passwords will appear as asterisks. Hit the “Change Password” button. Your new password will be in affect the next time you log on to PCMS.

The following are password requirements:

- A password must be between 6 - 8 alphanumeric characters in length
- Must start with a letter
- Must include at least one number
- Cannot contain spaces
- Must be different by at least 1 character from the previous password

Every 90 days your password expires and must be changed. If your password is within five days of expiring, a notification message will appear every time after you log in to PCMS up until the expiration date.

**Notes:****b. Troubleshooting tips.**

If you experience problems logging on please refer to the troubleshooting tips below to try to resolve the problem or determine the likely cause and contact the appropriate person.

Error Message	Explanation	Resolution
Please enter a valid UserID\password.	a. UserID or Password may have been entered incorrectly. b. May be a problem with your user account	ii. Check you have entered the information correctly. Re-enter details and try to log on again. iii. LFPC's contact your AFHC, AFHC's contact ACFO\FS helpdesk, to determine if there is a problem with your account.
Please enter a valid UserID\password.	Entered your username and password three times unsuccessfully, as a result your account has been locked out.	LFPC's contact your AFHC, to remove the locked status. If AFHC is not available the LFPC can contact PSD.
Please enter a valid UserID\password.	The 90 days has expired and you didn't change your password. You will not be able to log onto the system as your old password is no longer valid	LFPC's contact your AFHC, to reset your password. If AFHC is not available the LFPC can contact PSD.
Please enter a valid UserID\password.	The PCMS system is down.	LFPC's contact your AFHC; AFHC's contact ACFO\FS helpdesk.

c. Password Security

- i. Select a password you will remember and keep it secure;
- ii. DO NOT give your PCMS password to any other person;
- iii. If you suspect someone may have access to your password then change it;
- iv. Account lockouts occur to prevent people from trying to guess your password;
- v. Unique passwords are required to keep your password more secure;

Notes:**PRACTICAL EXERCISE**

1. Log on to PCMS Training Database using the trainee UserID and Password provided to you by your instructor.
2. After logging on change your password to: trainee
3. Log out of PCMS.
4. Log on to PCMS again using your new password.

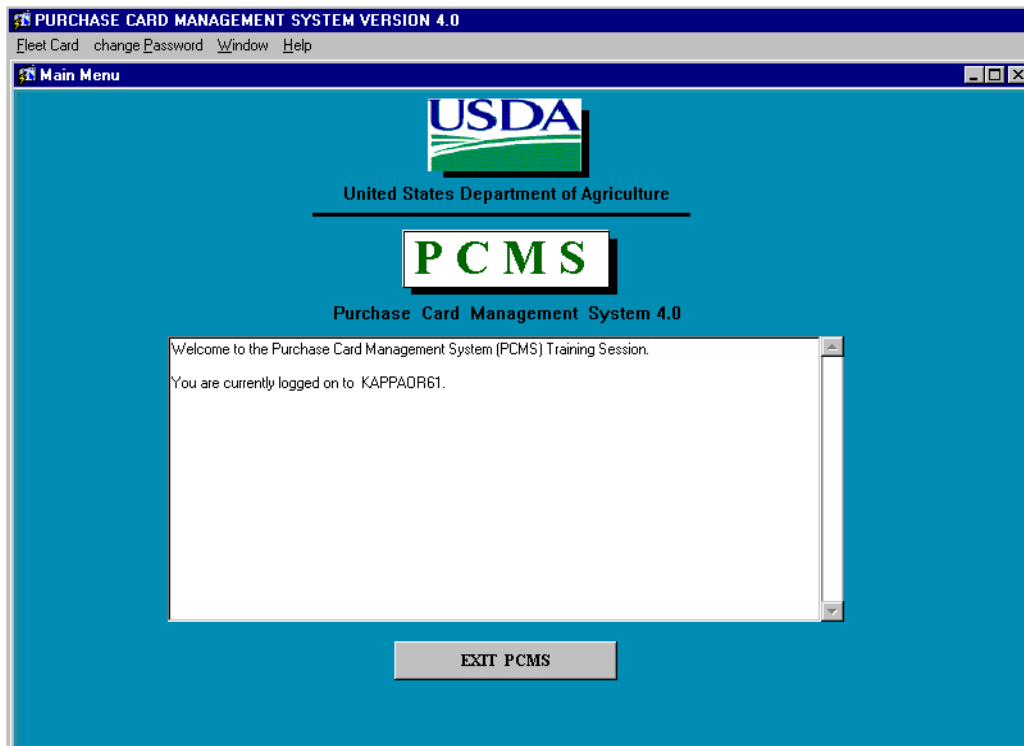
III. Menu's



Please turn off your monitor and give your attention to the instructor.

a. Main Menu

Located on the main PCMS screen. Provides access to the major functions of Fleet PCMS.



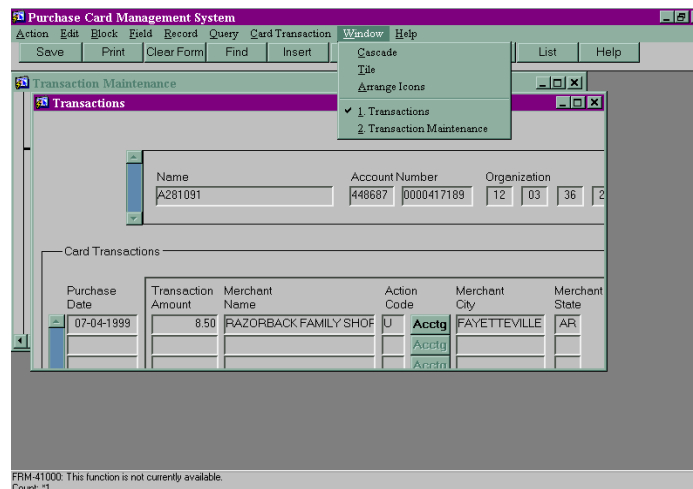
Menu Item	Details
Fleet Card	Provides options for PCMS LFPC's and AFHC's to create and maintain Fleet credit cards and perform related functions, such as changing profile accounting, reading user messages and transferring equipment.
Change Password	Change PCMS passwords.
Window	Customize the Window display.
Help	At present is not functioning. Please see the Users Guide for help.

d. Window Menu

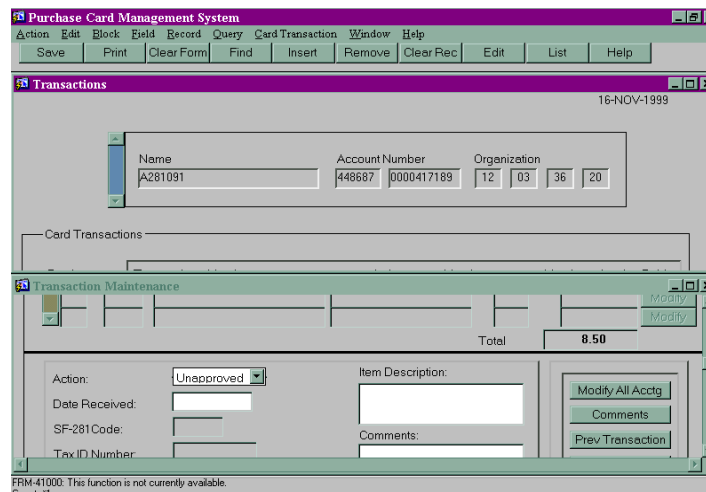
The Window Menu allows the user to change how the windows in PCMS are displayed, by selecting the Cascade, Tile or Arrange Icons option.

Option	Description
Cascade	Used to arrange all open windows in an overlapping format so that each title bar is visible (Example 1 below).
Tile	Used to automatically resize all open windows and arrange them to fit next to each other on the desktop (Example 2 below).
Arrange Icons	Used to arrange icons along the lower edge of the desktop.

Example 1: Cascade



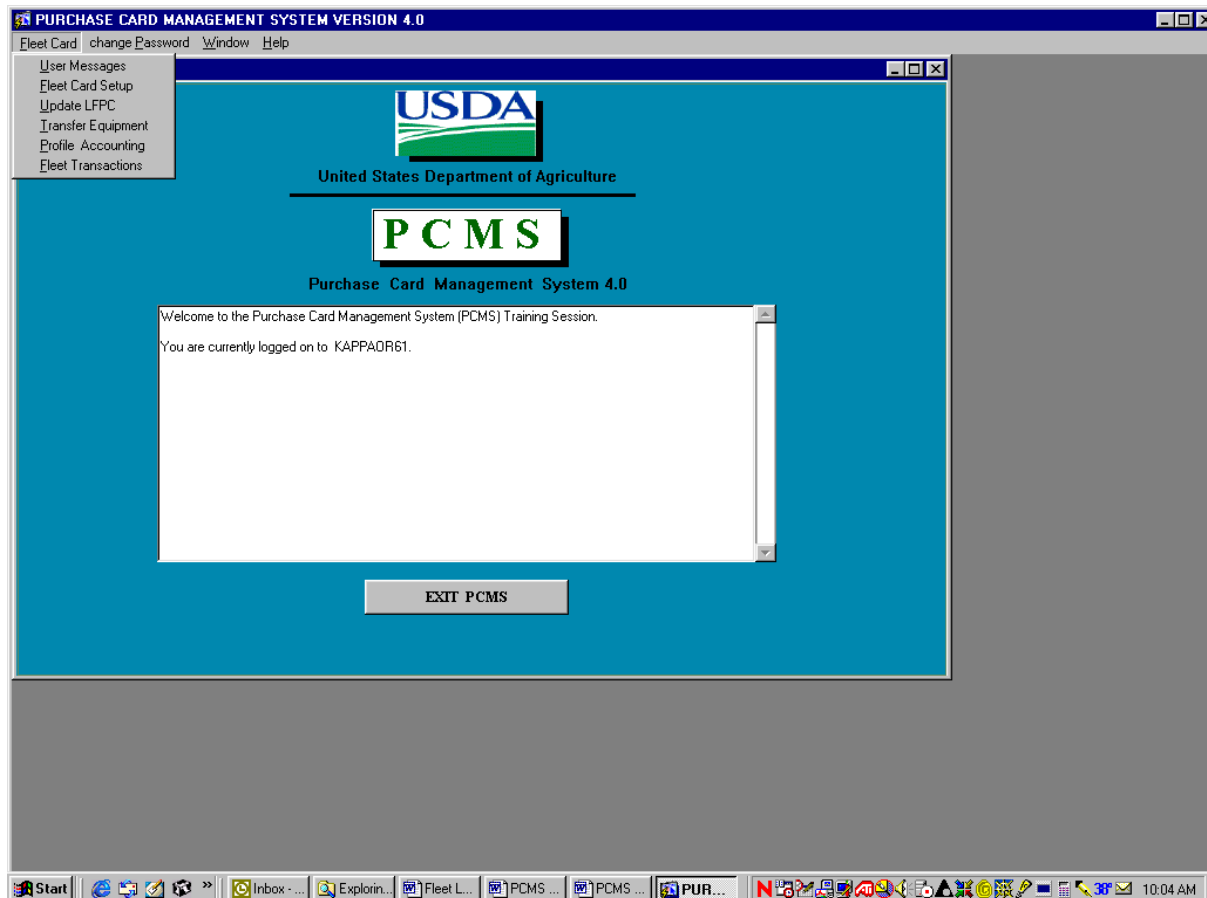
Example 2: Tile



e. Fleet Card Menu

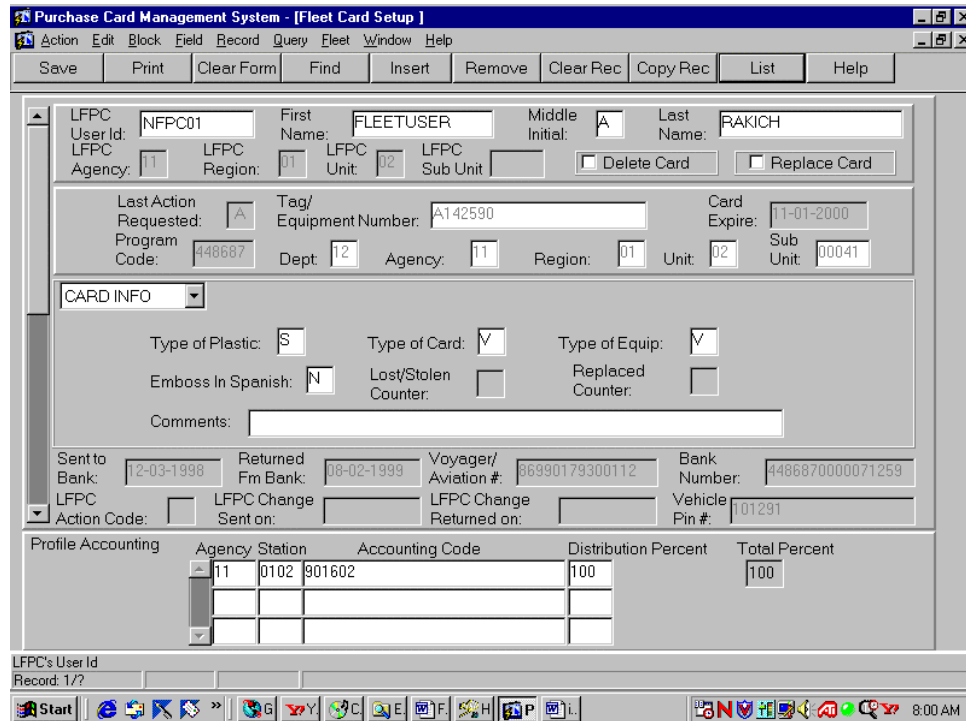
The Fleet Card Menu provides the options for LFPC's to monitor accounts and perform related functions. The options are:

Option	Description
User Messages	Provides notification to LFPC's and AFHC's about specific transaction problems and statistical samples. (Will be reviewed in Lesson 5).
Fleet Card Setup	For LFPCs to create and maintain Fleet credit cards. (Will be reviewed in Lesson 6).
Update LFPC	To update LFPC details. (Will be reviewed in Lesson 6).
Transfer Equipment	To transfer equipment between LFPC's. (Will be reviewed in Lesson 7)
Profile Accounting	To view, add, and modify profile accounting data associated with a particular piece of equipment. (Will be reviewed in Lesson 3).
Fleet Transactions	For LFPC's to view and dispute Fleet transactions. (Will be reviewed in Lesson 4).



f. Forms Sub-Menu

The Forms Menu is sub-menu of the Fleet Card menu. For example, select the “Fleet Card Setup” option on the Fleet Card menu and the Forms menu appears across the top of the screen.



Purchase Card Management System - [Fleet Card Setup]

Menu: Action Edit Block Field Record Query Fleet Window Help

Buttons: Save Print Clear Form Find Insert Remove Clear Rec Copy Rec List Help

Fields:

- LFPC User Id: NFPC01 First Name: FLEETUSER Middle Initial: A Last Name: RAKICH
- LFPC Agency: 11 LFPC Region: 01 LFPC Unit: 02 LFPC Sub Unit: []
- Card Expire: 11-01-2000
- Card Program Code: 448687 Tag/Equipment Number: A142590
- Card Dept: 12 Card Agency: 11 Card Region: 01 Card Unit: 02 Card Sub Unit: 00041
- Card Type of Plastic: S Type of Card: V Type of Equip: V
- Card Emboss In Spanish: N Lost/Stolen Counter: [] Replaced Counter: []
- Card Comments: []
- Card Sent to Bank: 12-03-1998 Returned From Bank: 08-02-1999 Voyager/Aviation #: 86990179300112 Bank Number: 4486870000071259
- Card LFPC Change Sent on: [] LFPC Change Returned on: [] Vehicle Pin #: 101291
- Card Profile Accounting: Agency Station Accounting Code Distribution Percent Total Percent
- Card Profile Accounting Data: 11 0102 901602 100 100

LFPC's User Id: Record: 1/2

Taskbar: Start [Icons] 8:00 AM

The Forms Menu is common to all the options under the Fleet Card Menu, and provides sub-menus and options for performing data query and entry functions. The main options on the menu bar are listed below.

Option	Description
Action	Take action on a transaction, such as save data or print.
Edit	Options to edit text in the selected field.
Block	Options to move between major sections of the window.
Field	Options to move the cursor between fields.
Record	Options to navigate and manipulate transactions.
Query	Search function.
Fleet	Lists the same options as the Fleet Card Menu. Allows movement between screens without having to back out of each one. IT DOES NOT allow the same record to be tracked between screens - a query must be performed on each screen.



See section I-11 in the Fleet PCMS Users Guide for more detailed descriptions of Options and Sub-Options on the Forms Menu.

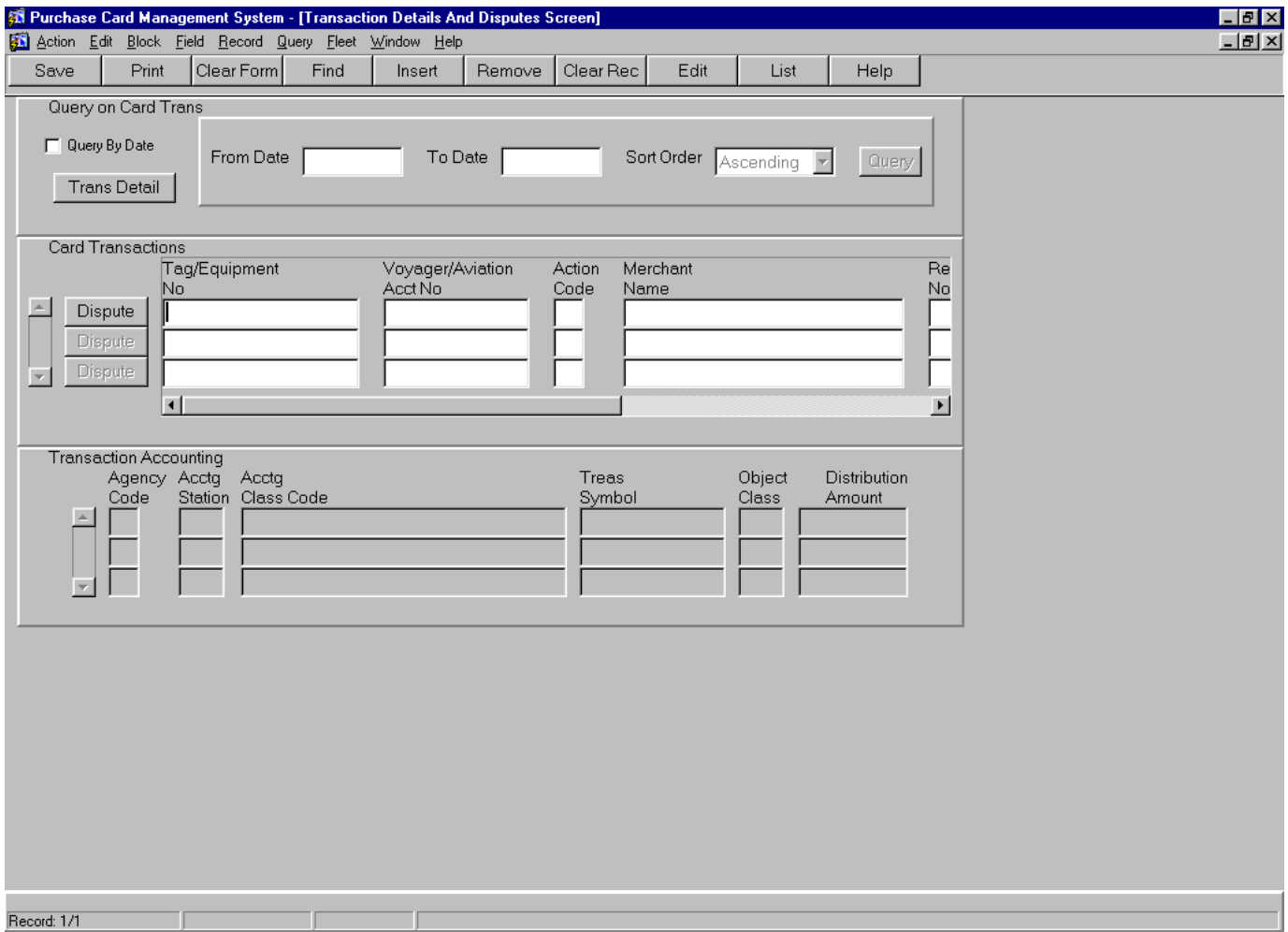


Notes:

IV. Tools

a. Command Bar

The Command Bar contains a row of command buttons that are used to initiate or confirm actions in PCMS. The bar appears on screens for each of the Fleet Card Menu options and is located at the top of each screen.



Purchase Card Management System - [Transaction Details And Disputes Screen]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Edit List Help

Query on Card Trans

☐ Query By Date

From Date To Date Sort Order

Card Transactions

	Tag/Equipment No	Voyager/Aviation Acct No	Action Code	Merchant Name	Re No
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Transaction Accounting

	Agency Code	Acctg Station	Acctg Class Code	Treas Symbol	Object Class	Distribution Amount
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Dispute"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Record: 1/1



The Fleet Card Setup (FAMS) screen has an additional button on its command bar: “Copy Rec”, and does not have an “Edit” button.

Purchase Card Management System - [Fleet Card Setup]

Action Edit Block Field Record Query Fleet Window Help

Save Print Clear Form Find Insert Remove Clear Rec Copy Rec List Help

LFPC User Id: LFPC Agency: LFPC Region: LFPC Unit: LFPC Sub Unit: ☐ Delete Card ☐ Replace Card

First Name: Middle Initial: Last Name: Tag/ Equipment Number: Card Expire: Sub Unit: 00000

Last Action Requested: A Program Code: 448687 Dept: 12 Agency: Region: Unit: Sub Unit: 00000

CARD INFO

Type of Plastic: S Type of Card: ☒ Type of Equip: ☒ Emboss In Spanish: N Lost/Stolen Counter: Replaced Counter: Comments:

Sent to Bank: Returned From Bank: Voyager/ Aviation #: Bank Number: LFPC Change Sent on: LFPC Change Returned on: Vehicle Pin #:

Profile Accounting

Agency	Station	Accounting Code	Distribution Percent	Total Percent
				0

LFPC's User Id: Record: 1/1 List of Values:

Notes:

Below is a brief description of each command button on the command bar. See section I-10 in the Fleet PCMS User's Guide for more detailed descriptions of Command Bar options:

Command	Description
Save	Saves changes to the database.
Print	Prints the screen.
Clear Form	Clears all data in the form.
Find	Search function.
Insert	Inserts a new record after the current record.
Remove	In the Fleet Card Setup screen, the "Remove" command deletes the retrieved record from the database if it has NOT been sent to the Bank. To permanently delete a record, hit the "Save" button to change the database. Also removes a line of accounting in the Profile Accounting screen.
Clear Rec	Removes the current record. Any unsaved changes will be lost. A cleared record is not deleted from the database.
Copy Rec	Makes a copy of the current record. *This button appears on the FAMS screen only.
Edit	Edit a field. * Does not appear on the FAMS screen.
List	Displays a list popup window for selecting valid field entries. (For specific fields only).
Help	Displays a brief message about the current field. This button is currently inactive.

Notes:

b. Navigation

Moving From Record to Record: Move between records using the Forms menu option “Record”, by selecting “Next” or “Previous”, or use the scroll bar to the left of the screen.



Scrollbars only become active when there is more information than the field can display.

Moving From Field to Field: Move between fields using the Forms menu option “Field”, by selecting “Next” or “Previous”, use the “Tab” button on your keyboard, or click in the field using mouse.

c. Executing a Query

Retrieving information from the database is called executing a query. You can enter a query using the features described below.

Retrieving All Records: Press “Find” on the Command bar twice to query all records attached to the user id used to log into PCMS. Use the scroll bar to the left of the screen to view each record.

Retrieving Specific Records: Press “Find” on the Command bar once, type the values you want to match in the appropriate fields, and press “Find” again. Use the scroll bar to the left of the screen to view each record.

Wildcard (%): The wildcard allows you to search for a partial value. For instance, if you are not certain how a name is spelled when searching on the TAG/EQUIPMENT NUMBER field, you could use the wild card to replace single or multiple letters or numbers. For example, when searching for the Equipment Number “AT567” replace the “A” with the % to return all records ending in T576. You can query with the wildcard three different ways: %T576, AT57%, %T57%). The screen will populate with all records matching your search criteria along with an active scroll bar allowing you to scroll through the records until you find the correct record.

d. Lists

Some fields in the PCMS entry windows have lists from which the user may select valid field entries. If <List of Values> is displayed in the lower right corner of the window, there is a list available for the field in which the cursor is currently located. To access the list, press the “List” button on the command bar. A list popup window appears displaying all appropriate choices for the specific field. Scroll to highlight the item you want to select and press “OK”. The value appears in the applicable field.

V. Summary and Review

The following questions are to be answered in an instructor led group exercise and review session:



Please turn off your monitor and give your attention to the instructor.

1. Which menu bar is used to be able to customize the window display?

2. What are the steps to changing a password? (Class walks the instructor through the steps)

3. Which menu takes you from the main screen of PCMS to be able to query Fleet Transactions? (Class walks the instructor through the steps)

4. If I want to print a screen where are the print options located? (Class walks the instructor through the steps)